

ATENT #6 15-16-23
10/005,828

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of : Before the Examiner:
Michael W. Brown et. al. :
Serial No.: 10/005,828 : Group Art Unit:2643
Filed: 12/03/2001 : Intellectual Property
Title: Expert Hold Queue Management : International Business
Machines Corporation
11400 Burnet Road
Austin, Texas 78758

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Technology Center 2600

August 8, 2003

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on August 8, 2003.

Martha Acosta

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Signature Date

ASSOCIATE POWER OF ATTORNEY/CHANGE OF ADDRESS

Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

I hereby appoint Amy Pattillo, Reg. No. 46,983 as associate attorney to prosecute the above-identified application and transact business in the U. S. Patent and Trademark Office connected herewith.

AUS920010948US1

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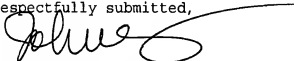
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Respectfully submitted,



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